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SECRETARY-GENERAL'S BULLETIN

ORGANIZATION OF THE OFFICE OF HUMAN RESOURCES MANAGEMENT

The Secretary-General, pursuant to Secretary-General's bulletin ST/SGB/1997/5, entitled "Organization of the Secretariat of the United Nations", and for the purpose of establishing the organizational structure of the Office of Human Resources Management, promulgates the following:

Section 1

General provision

The present bulletin shall apply in conjunction with Secretary-General's bulletin ST/SGB/1997/5, entitled "Organization of the Secretariat of the United Nations".

Section 2

Functions and organization

2.1 The Office of Human Resources Management:

(a) Establishes policies, procedures and practices for the management of the human resources of the Secretariat and for the development of conditions of service, consistent with the provisions of the Charter of the United Nations and the directives of the General Assembly;

(b) Ensures that these policies, procedures and practices are reflected in the Staff Regulations and Rules, and other administrative issuances, and prepares reports thereon to be submitted to the General Assembly;

(c) Plans and implements the recruitment, placement, development and separation of the staff of the Secretariat;

(d) Provides policy guidance and secretariat support to the Appointment and Promotion bodies;

(e) Manages human resources planning, a performance appraisal system, staff development and training, and career counselling;

(f) Conducts staff-management consultations;

(g) Develops and implements a strategy concerning staff welfare and conditions of service;

(h) Sets policy and standards for the provision of medical services to the Secretariat worldwide;

(i) Provides advisory services to the United Nations Joint Staff Pension Board;

(j) Provides medical services and health programmes for staff at Headquarters;

(k) Provides medical clearance and policy directives to the United Nations, including peacekeeping missions, United Nations Development Programme, United Nations Children's Fund, United Nations Population Fund, and the United Nations Office for Project Services;

(l) Implements and operates the Integrated Management Information System (IMIS), in particular by providing specifications for changes and conducting user acceptance tests, support of the departments and offices with delegated administrative authority and the monitoring of the operations of the system.

2.2 The Office is divided into organizational units, as described in the present bulletin.

2.3 The Office is headed by the Assistant Secretary-General for Human Resources Management. The Assistant Secretary-General for Human Resources Management and the officials in charge of each organizational unit, in addition to the specific functions set out in the present bulletin, perform the general functions applicable to their positions, as set out in Secretary-General's bulletin ST/SGB/1997/5.

Section 3

Assistant Secretary-General for Human Resources Management

3.1 The Assistant Secretary-General for Human Resources Management is accountable to the Under-Secretary-General for Management.

3.2 The Assistant Secretary-General for Human Resources Management provides the Secretary-General, through the Under-Secretary-General for Management, with advice and support on all matters that relate to the direction and coordination of human resources management strategies, policies and programmes throughout the Secretariat, as implemented by the Office of Human Resources Management or through delegated authority, in particular those ensuing from the Secretary-General's strategy for the management of the Organization's human resources; represents the Secretary-General on matters pertaining to human

resources management vis-à-vis representatives of Member and Observer States, intergovernmental bodies, international organizations, governmental and non-governmental organizations, the International Civil Service Commission and other programmes and organizations of the United Nations system through the Administrative Coordination Committee and its subsidiary bodies, and the media; and represents the Management in the conduct of staff-management consultations, as envisaged in Chapter VIII of the Staff Regulations and Rules.

Section 4

Office of the Assistant Secretary-General

4.1 The Office of the Assistant Secretary-General for Human Resources Management comprises the immediate office of the Assistant Secretary-General, the Rules and Regulations Unit and the Secretariat of the Appointment and Promotion Board. The Rules and Regulations Unit and the Secretariat of the Appointment and Promotion Board are each headed by a chief who is accountable to the Assistant Secretary-General.

4.2 The core functions of the immediate office of the Assistant Secretary-General for Human Resources Management are as follows:

(a) Overseeing and coordinating all administrative and management matters;

(b) Monitoring the implementation of programmes;

(c) Developing, recommending, communicating and implementing human resource policies;

(d) Preparing or coordinating reports to the General Assembly on human resources management matters;

(e) Conducting staff-management consultations;

(f) Coordinating a programme of staff activities, volunteers and housing support.

4.3 The core functions of the Rules and Regulations Unit are as follows:

(a) Advising on human resources management policies, in the light of the legal regime of the Organization, the Secretary-General's human resources management strategy, and the jurisprudence of the United Nations Administrative Tribunal;

(b) Drafting amendments to Staff Regulations for submission to the General Assembly;

(c) Drafting or coordinating revisions to the Staff Rules and administrative issuances setting out rules, policies and procedures; consulting thereon with management and staff representative bodies;

(d) Providing legal interpretations on the application of the Staff Regulations and Rules and human resources management issuances to managers, including in the context of staff-management consultations;

(e) Developing and maintaining the Personnel Manual and ensuring its appropriate distribution;

(f) Approving the issuance and coordinating publication of the Staff Regulations and Rules, all administrative issuances, information circulars and administrative forms.

4.4 The core functions of the Secretariat of the Appointment and Promotion Board are as follows:

(a) Providing substantive and administrative support to the Appointment and Promotion Board and its subsidiary bodies at Headquarters;

(b) Providing guidance pertaining to the Appointment and Promotion bodies.

Section 5

Operational Services Division

5.1 The Operational Services Division is headed by a director who is accountable to the Assistant Secretary-General for Human Resources Management.

5.2 The Division consists of seven units, namely the Planning and Management Information Systems Service, five clusters and the Staffing Support Section. The chief of each unit is accountable to the Director of the Division.

5.3 The core functions of the Planning and Management Information Systems Service are as follows:

(a) Collaborating in preparation of human resource forecasts and establishing criteria for an integrated posts/people management system;

(b) Supporting the Office of Human Resources Management with computerized information tools;

(c) Implementing and operating components of the IMIS and related computerized human resources systems;

(d) Maintaining and servicing official status and applicant files.

5.4 The core functions of the clusters are as follows:

(a) Administering and monitoring staff entitlements and benefits;

(b) Providing advice and support for human resources management policy development, job classification, succession planning, appointment and promotion bodies; induction and separations of staff; and staff-management consultations.

5.5 The core functions of the Staffing Support Section are planning and conducting recruitment to ensure equitable geographical and gender balance.

Section 6

Specialist Services Division

6.1 The Specialist Services Division is headed by a director who is accountable to the Assistant Secretary-General for Human Resources Management.

6.2 The Division consists of the Staff Development Services and the Common System and Specialist Service, each of which is comprised of three subordinate organizational units. The Staff Development Services and the Common System and Specialist Service are each headed by a chief who is accountable to the Director of the Division.

6.3 The Staff Development Services consists of the Staff Development and Learning Service, the Examinations and Tests Section, and the Office of the Staff Counsellor. The Chief of the Staff Development and Learning Service, the Chief of the Examinations and Tests Section and the Staff Counsellor are accountable to the Director of the Division through the Chief of the Services.

6.4 The core functions of the Staff Development and Learning Service are as follows:

(a) Assessing needs and formulating the strategies, plans and policies required to address organizational and individual development and learning requirements in order to build capacities to fulfil the mandates of the Organization; developing career support mechanisms for staff at all levels, including systematic training opportunities and the gradual introduction of managed staff assignments to develop additional competencies and skills;

(b) Developing and implementing core learning and development programmes to build the Organization's leadership and managerial capacity; increasing competence in human and financial resources management; enabling the Organization to maximize its investments in technology; ensuring that the substantive skills of staff are continually enhanced and updated; and strengthening the Organization's capacity to take advantage of its diversity by promoting multilingualism and gender and cross-cultural awareness;

(c) Supporting institutionalization of performance-based management, as well as systems of accountability and responsibility, including the Performance Appraisal System.

6.5 The core functions of the Examinations and Tests Section are as follows:

(a) Administering national competitive recruitment examinations, competitive examinations for promotion from the General Service and related categories to the Professional category, recruitment examinations at the P-2 and P-3 levels for all posts requiring special language competence, tests at Headquarters for recruitment of General Service staff, structured interviews in conjunction with oral examinations and screening of candidates, structured interviews for designated senior posts in the Professional category and above;

(b) Managing the internship programme at Headquarters.

6.6 The core functions of the Office of the Staff Counsellor are as follows:

(a) Providing counselling, information and assistance to staff and their families on issues that may impact on their welfare and productivity, such as education, visas, insurance, job transition and retirement, as well as stress management and conflict resolution;

(b) Advising and participating in the formulation of policies concerning staff welfare and employee assistance;

(c) Providing expert advice to and participating in ad hoc committees on staff welfare concerns in an inter-agency context.

6.7 The Common System and Specialist Service consists of the Common System and Interagency Policy Unit, the Compensation and Classification Policy Unit, and the Administrative Law Unit. Each of these units is headed by a chief who is accountable to the Director of the Division through the Chief of the Service.

6.8 The core functions of the Common System and Interagency Policy Unit are as follows:

(a) Providing advice on policy with regard to salaries, allowances and other conditions of service;

(b) Participating in the work of the Consultative Committee on Administrative Questions and of the International Civil Service Commission on issues related to compensation, classification and conditions of service and cooperating with the other common system organizations regarding the same;

(c) Providing substantive support to legislative bodies during consideration of the above issues.

6.9 The core functions of the Compensation and Classification Policy Unit are as follows:

(a) Approving and promulgating salary scales and allowances for General Service and related category staff, and conducting salary surveys at non-Headquarters duty stations;

(b) Providing advice to other agencies on United Nations emoluments policy and other conditions of service;

(c) Participating in the development of classification policies and standards and providing secretariat services to the classification appeals bodies, and advising on substantive provisions of Secretary-General's bulletins concerning organizational structure.

6.10 The core functions of the Administrative Law Unit are as follows:

(a) Handling all aspects of appeals against administrative decisions, as the representative of the Secretary-General, before the Joint Appeals Board and the Joint Disciplinary Committee;

(b) Providing policy and legal advice/recommendations on issues related to these functions.

Section 7

Medical Services Division

7.1 The Medical Services Division is headed by a director who is accountable to the Assistant Secretary-General for Human Resources Management.

7.2 The Director represents the Secretary-General on matters pertaining to sick leave, and the Organization on matters pertaining to the Advisory Board on Compensation Claims and the Pension Committee, and is the elected Medical Consultant of the United Nations Joint Staff Pension Board.

7.3 The Division is divided into three clusters, each being responsible for the United Nations Secretariat-wide (Cluster 1); Peace-keeping Operations (Cluster 2); and UNDP, UNICEF, UNFPA and UNOPS (Cluster 3), respectively. The Chief of each Cluster is accountable to the Director of the Division.

7.4 The core functions of the Division are as follows:

(a) Being responsible for the health, medical care and welfare of United Nations staff worldwide, including peacekeeping missions, UNDP, UNICEF, UNFPA and UNOPS;

(b) Coordinating systemwide implementation of staff welfare programmes and resolution of health care problems;

(c) Formulating United Nations medical policies, medical standards, policy change issues, and ensuring coordination and systemwide implementation;

(d) Providing advice on medical standards and clearance policies of the Organization, on human resources management policies, practices and procedures, particularly in the area of staff health and well-being;

(e) Making on-site assessment of medical facilities, living conditions of various field duty stations and regional medical evacuation centres;

(f) Providing the International Civil Service Commission with the health ratings of duty stations;

(g) Providing technical support to all United Nations dispensaries in field duty stations and the clinics of the regional commissions;

(h) Appointing and reviewing United Nations Examining Physicians worldwide;

(i) Recommending disability benefits from the United Nations Joint Staff Pension Fund and convening a medical board if medical conclusions are in dispute;

(j) Advising the Advisory Board on Compensation Claims on medical questions of compensation claims, and the Health and Life Insurance Committee on medical insurance;

(k) Providing advice and ensuring implementation of United Nations policy on human immunodeficiency virus/acquired immunodeficiency syndrome;

(l) Providing medical treatment and advice, emergency medical care, immunizations prior to travel, and pre-mission medical briefings;

(m) Performing medical examinations for Headquarters-based candidates and staff of the United Nations, UNDP, UNICEF, UNFPA, UNOPS, specialized agencies, and performing laboratory investigations, radiological procedures and pulmonary function tests;

(n) Planning, organizing and implementing health promotion programmes;

(o) Reviewing, analysing and classifying worldwide incoming medical examination reports of candidates, staff, military observers/civilian police; determining medical clearance and advising recruitment and personnel offices;

(p) Evaluating and certifying sick leave;

(q) Determining the eligibility of staff members' children for a special dependency benefit and a special education grant;

(r) Evaluating requests for medical evacuation of staff and their recognized dependents, and advising and assisting on medical repatriation of United Nations troops/military observers/civilian police; verifying medical bills;

(s) Conducting work environment surveillance and promoting ergonomic standards, in conjunction with the Office of Central Support Services.

Section 8

Final provisions

8.1 The present bulletin shall enter into force on 1 June 1998.

8.2 Secretary-General's bulletin of June 1975, entitled "Office of Personnel Services" (ST/SGB/Organization, Section P (II)), is hereby abolished.

(Signed) Kofi A. ANNAN
Secretary-General